Kentucky Department of Education
eProve™ Diagnostics User Manual
eProve and Improvement Planning:
The collaborative process associated with school and district improvement efforts allows shareholders an opportunity to establish and address priority needs, evaluate district funding, and determine a process for closing achievement gaps among identified subgroups of students. Additionally schools and districts build upon their capacity for high-quality planning by making connections between academic resources and available funding to address targeted needs. Kentucky’s schools and districts are required to upload several diagnostics related to continuous improvement efforts in eProve.

Continuous Improvement Timeline:
There are four phases that complete the diagnostic timeline in eProve. Each phase has an opening date which aligns to when the diagnostic will be made available in eProve while the ending date is the due date for that/those diagnostic(s). For example the Continuous Improvement Diagnostic for Schools and Districts will open August 1 in eProve and it must be completed by October 1 in eProve. The specific timeline is as follows:

Phase One: August 1 - October 1
- Continuous Improvement Diagnostic for Schools
- Continuous Improvement Diagnostic for Districts

Phase Two: October 1 - November 1
- The Needs Assessment for Schools
- The Needs Assessment for Districts
- School Assurances
- District Assurances
- School Safety Report
- District Safety Report

Phase Three: November 1 - January 1
- Comprehensive School Improvement Plan
- Comprehensive District Improvement Plan
- Closing the Achievement Gap Diagnostic
- Executive Summary for Schools
- Executive Summary for Districts
- The Superintendent Gap Assurance
- Title I Annual Review Diagnostic

Phase Four: January 1 - December 31
- Progress Monitoring
Accessing eProve

1. To login to eProve, please visit https://www.advanc-ed.org/ and select Log In at the top of the screen.

2. Enter your login information (email address and password) on the screen that follows. **NOTE:** If you are unable to login, please contact your district’s eProve administrator to obtain rights to the platform. In the event that person is unavailable to assist you, please contact KDE at (502) 564-3791.
3. Select your institution from the drop down menu by first locating your district/institution from the menu and then selecting your school after selecting the dropdown arrow by your district/institution. If you are a district level administrator you have rights to all of the schools in your district. Please note that you will not see an exhaustive list like that of the screenshot below as your access will be limited to your district and/or school and not statewide as shown.

4. Once you have selected your institution, you will automatically be referred to the eProve dashboard page, which houses several eProve features. Locate the section with eProve diagnostics and select the Go to diagnostics button.
Adding an eProve User

1. After having completed the login process on pages 3-4 of this user manual, you will be routed to the *My Diagnostics* page, which should resemble the image below. The hamburger button (three lines) in the upper left hand corner will allow you to add users. Select the hamburger button and the following three options will appear: *My Diagnostics, Content Library, and Manage Users*. **Note:** If you do not have administrator rights, you cannot grant someone user access. It is best practice to limit administrator access per district/school. User access allows the person to view and edit diagnostics at the district and/or school level(s).
2. From the hamburger button, select *Manage Users* to start add a user.

3. Select *Add User* on the right side of the screen.
4. Complete the information in the box and select **Submit**. **NOTE:** To activate the account, users must follow the link in the email from AdvancED/Measured Progress. Should the email not appear in the user’s inbox, please double-check your email’s Junk Mail folder.
Creating a New Diagnostic

1. After having completed the login process on pages 3-4 of this user manual, you will be routed to the My Diagnostics page, which should resemble the image below. The hamburger button (three lines) in the upper left hand corner will allow you to start a diagnostic. Select the button and the following three options will appear: My Diagnostics, Content Library, and Manage Users. Note: If you do not see Content Library as an option, you do not have administrator rights. Someone with these rights in your district will need to grant administrator level access to you. Someone with those rights can start a diagnostic and anyone with user rights may edit a diagnostic that has already been created.
2. From the hamburger button, select *Content Library* to start a new diagnostic.

3. On the subsequent screen, you should see two tabs at the top of the page: AdvancED Certified Content and Kentucky Department of Education. Select the Kentucky Department of Education tab.
4. After selecting the Kentucky Department of Education tab, locate the diagnostic you wish to start. **NOTE:** All school level diagnostics are listed as *Schools* under the Type column. All district level diagnostics are listed as *Systems* under the Type column. After locating the diagnostic you wish to complete (at the appropriate level [either Schools or Systems]), select the vertical ellipsis under the Actions column.

5. Rename the diagnostic to include your school’s name. Specificity is key here and will allow you to easily sort through the diagnostics that your school/district collects overtime. The diagnostic template’s name **cannot** be modified.
6. Administrators can assign access to the diagnostic by entering names in the Access section. NOTE: Any user being assigned access here must first have been granted access to eProve to access the diagnostic. See the Adding an eProve User section of this for additional details.

7. To begin working on the diagnostic, select the Open Diagnostic button.
Completing/Submitting a Diagnostic

1. To complete the report, each question must have a response—even if you record Not Applicable (N/A). Some responses may be as simple as selecting a checkbox. **NOTE:** Read each question carefully as some questions may require multiple responses, dates, names, detailed descriptions, etc.... In some instances attachments are optional; however, supporting evidence may be helpful to your audience.

2. There is no submit button. If every question within that diagnostic has been answered, eProve will automatically change the status of that diagnostic to a checkmark.
**Downloading Diagnostics**

To download a diagnostic for your records or for ease when posting the report to your school or district’s website, select Download Report on the left side of the page. Select the PDF option and then select the Download button. Save the report.
eProve diagnostics
Frequently Asked Questions

1. **I am having issues logging in. What do I need to do?**
   If users have determined that the issue is unrelated to a lack of internet connectivity and/or have tried another browser (i.e. Chrome, Safari, Firefox, Explorer, etc....), users should contact Natasha Napier by email at natasha.napier@education.ky.gov for additional support.

2. **I am attempting to attach a document; however, eProve will not allow me to do so. What’s wrong?**
   Most often the diagnostic that the user is working on has not been formally opened. Please double-check that the diagnostic has been opened by selecting the *Open Diagnostic* button while working in eProve and attempt attaching the document again.

3. **Why can’t I save what I have attached?**
   Please ensure that each comment box has information entered within it. Comments do not have to be detailed. A simple *Not Applicable (N/A)* is sufficient where applicable. Once each comment box has information added to it, users will be able to save attachments.

4. **I have administrator rights; however, I cannot grant someone access to a diagnostic that he/she needs to review and/or contribute to in my district. What am I doing wrong?**
   If that person is an administrator at the district level, he/she already has access to view/modify it and does not require additional rights granted to him/her.

5. **Who can lock a diagnostic? Why is it important to lock one?**
   Anyone with administrative rights can lock a diagnostic. Locking a diagnostic will prevent other users from modifying it.

6. **I need help with a particular diagnostic. Who can assist me with that diagnostic’s content?**
   If you have a question regarding any of the following diagnostics, please contact Natasha Napier by email at natasha.napier@education.ky.gov:
   - Continuous Improvement Diagnostic
   - The Needs Assessment for Districts/Schools
   - Executive Summary for Districts/Schools
   - Comprehensive Improvement Plan for Districts/Schools Closing the Achievement Gap Diagnostic
   - The Superintendent Gap Assurance
   - District/School Assurances

   For all other diagnostics, please contact the appropriate KDE contact listed below:
   - District/School Safety Report – Victoria Fields
   - Title I Annual Review – Title I, Part A Consultants
7. As a new principal with administrator rights in eProve, I noticed that there are four former employees who are still listed as administrators for my school even though those people are no longer employees at the school. Am I allowed to delete them from my school?

Yes, as an eProve administrator, you bear the responsibility of cleaning up and monitoring who has access to your school’s diagnostics.

8. How do I save my diagnostic?

Each key stroke is automatically saved without having to take any additional steps.

9. Who can assist me with eProve technical issues?

Please contact Natasha Napier by email at natasha.napier@education.kyschools.us for any eProve technical issues.

10. I work for a technical school in Kentucky, but I cannot find my school listed under my district. Are technical schools included in eProve?

Yes, all Kentucky technical schools are located under the Kentucky Tech dropdown option under Institutions.

11. Our principal left midyear and the diagnostics that were already completed in eProve still list the former principal’s name. How can we change this?

Schools and even districts have the rights to update the Head of Institution (HOI), which will remedy the aforementioned issue of associating the correct principal to the contents of the CSIP. To do this, anyone with administrator rights may complete an Institution Update once he/she has logged into eProve and selected the institution you wish to view from the dropdown menu. For most users, this is a default for the school where you are assigned.

Once you have selected your institution from the dropdown menu and are forwarded to the myJourney landing page, you will notice in the upper left-hand corner the words Institution Update. By selecting the Institution Update link, you will be able to submit a request to change the HOI. Include in your request the name of the new HOI and his/her email address. Measured Progress (formerly AdvancED) will follow-through with the update.

The same process listed above applies for any district or system level change, as well.

12. What diagnostics must be posted to our school/district website as part of the CSIP/CDIP?

Pursuant to 703 KAR 5:225, Comprehensive District Improvement Plans (CDIPs) and Comprehensive School Improvement Plans (CSIPs) must be posted. CDIPs must be posted to the district’s website while CSIPs must be posted to each school’s website. When posting CDIPs and CSIPs to the respective website, remember to include any attachments referenced in a diagnostic. Please see below for additional information on what should be posted for each improvement plan:
District’s Improvement Plan:
- Executive Summary for Districts
- Continuous Improvement Diagnostic for District
- Needs Assessment Diagnostic for Districts
- Comprehensive District Improvement Plan
- Superintendent Gap Assurances
- District Assurances

School’s Improvement Plan:
- Executive Summary for Schools
- Continuous Improvement Diagnostic for Schools
- Needs Assessment for Schools
- Closing the Achievement Gap Diagnostic
- Comprehensive School Improvement Plan
- School Assurances

13. What is the timeline for submitting diagnostics in eProve?
There are four phases that complete the diagnostic timeline in eProve. Each phase has an opening date which aligns to when the diagnostic will be made available in eProve while the ending date is the due date for that/those diagnostic(s). For example the Continuous Improvement Diagnostic will open August 1 in eProve and it must be completed by October 1 in eProve. The specific timeline is as follows:

**Phase One: August 1 - October 1**
- Continuous Improvement Diagnostic for Schools
- Continuous Improvement Diagnostic for Districts

**Phase Two: October 1 - November 1**
- The Needs Assessment for Schools
- The Needs Assessment for Districts
- School Assurances
- District Assurances
- School Safety Report
- District Safety Report

**Phase Three: November 1 - January 1**
- Comprehensive School Improvement Plan
- Comprehensive District Improvement Plan
- Closing the Achievement Gap Diagnostic
- Executive Summary for Schools
- Executive Summary for Districts
- The Superintendent Gap Assurance
- Title I Annual Review Diagnostic

**Phase Four: January 1 - December 31**
- Progress Monitoring